Objective:
Healthy and Safe Communities delivers a wide range of services to residents, many of whom access multiple services. Currently, services are delivered from traditional programmatic silos. Healthy and Safe Communities is developing a plan to integrate services it delivers to improve the client experience and outcomes. Starting Point projects are being identified that can be implemented relatively quickly to serve as experiments and opportunities to learn. Office space, reception areas and service counters are all configured to address the needs of existing services. Some initial starting points also focus on delivering services outside of traditional office settings to make services more accessible. Implementing the plan will require the renovation and reconfiguration of service counters, lobbies and office space to reflect new approaches to service delivery.